17

STANDING COMMITTEE ON URBAN DEVELOPMENT (2016-2017)

SIXTEENTH LOK SABHA

MINISTRY OF URBAN DEVELOPMENT

"FUNCTIONING OF DIRECTORATE OF ESTATES, CONSTRUCTION AND MAINTENANCE OF GOVERNMENT RESIDENTIAL BUILDINGS AND OTHER BUILDINGS BY CPWD AND NBCC."

LOK SABHA SECRETARIAT
NEW DELHI

April, 2017/Chaitra,1939 (Saka)

SEVENTEENTH REPORT

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Presented to Lok Sabha on 12.04.2017

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NEW DELHI

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COMPOSITION OF THE STANDING COMMITTEE ON URBAN DEVELOPMENT (2016-2017)

Shri Pinaki Misra - Chairperson

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3.	Ms. Amita Walia	-	Additional Director
4.	Dr.(Maj.) Jagmohan Khatry	-	Committee Officer

INTRODUCTION

I, the Chairperson of the Standing Committee on Urban Development (2016-17) (Sixteenth Lok Sabha) having been authorized by the Committee to submit the Report on their behalf, present the Seventeenth Report on the subject, "Functioning of Directorate of Estates, construction and maintenance of Government residential buildings and other buildings by CPWD and NBCC" of the Ministry of Urban Development.

2. The Committee took evidence of the representatives of the Ministry of Urban Development on 24th October, 2016. The Committee wish to express their thanks to the officials of the Ministry of Urban Development, DoE, CPWD and NBCC for placing before them the requisite material and information desired from time to time as well as for their considered views in connection with examination of the subject.

3. The Committee would also like to place on record their appreciation for the valuable assistance rendered to them by the Officials of the Lok Sabha Secretariat attached to the Committee.

4. The Committee considered and adopted the Report at their sitting held on 10 April, 2017.

5. For facility of reference, the observations/recommendations of the Committee have been printed in bold letters and placed as Part II of the report.

New Delhi;
April, 2017
Chaitra 1939(Saka)

Pinaki Misra,
Chairperson,
Standing Committee
on Urban Development

PART - I

Chapter - I

INTRODUCTION

DIRECTORATE OF ESTATES

The Directorate of Estates is mainly responsible for administration and management of the office buildings and residential accommodation of Government of India employees. There are at present 8 Regional Stations at Mumbai, Kolkata, Chennai, Shimla, Chandigarh, Faridabad, Ghaziabad and Nagpur under the administrative control of Directorate of Estates. Besides, General Pool Residential Accommodation (GPRA) is also available in other cities viz. Indore, Bhopal, Shillong, Kanpur, Bangaluru, Lucknow, Hyderabad, Kochi, Rajkot, Allahabad, Agartala, Kohima, Imphal, Jaipur, Mysore, Dehradun, Thiruvananthapuram, Gangtok, Varanasi, Guwahati, Agra, Port Blair, Bikaner, Srinagar, Pune, Jodhpur, Kozhikode, Bareilly, and Goa. The work relating to management of estates at these stations has been entrusted to the respective CPWD offices. Apart from the following are administered by Directorate of Estates:

a) Administration of Requisitioning and Acquisition of Immovable Property Act, 1952

b) Administration of Public Premises Eviction (PPE) Act, 1971.

c) The control and administration of Holiday Homes and Touring Officers Guest Houses and other Government Hostels.

d) Administration of Markets/Shops in Government Colonies in Delhi, Faridabad, Ghaziabad, Mumbai & Nagpur.

e) Allotment of Accommodation in Vigyan Bhavan and Vigyan Bhavan Annexe.

f) Realization of Licence fee from all allottees.

Government Accommodation Management System (GAMS)

1.2 With the implementation of Government Accommodation Management System (GAMS) in the Directorate of Estates in 2003 and subsequently in its all eight Regional Estates Offices at Chennai, Kolkata, Nagpur, Faridabad, Mumbai, Ghaziabad, Chandigarh and Shimla, the entire process of registration, allotment of all kinds, acceptances, retentions, cancellations, regularizations, subletting queries, etc., related to Government residential accommodations have been computerized. As a result the

entire process of activities related to these aspects has become extremely fast, efficient and transparent.

1.3 Subsequent to the integration of database on housing stock controlled by the Directorate of Estates as available in GAMS with that of the *cpwdsewa,* the portal of CPWD, vacation reports being received ***online*** from the Service Centers of CPWD are available in the GAMS also on real-time basis.

1.4 The Committee was informed that the website of the Directorate of Estates (http://estates.nic.in), has been improved so as to disseminate the latest information to the public relating to the following subjects:-

a. House allotment and related information like (i) particulars of occupants of govt. accommodation as well as waitlisted applicants (ii) Type-wise waiting lists, (iii) list of eligible offices, (iv) Housing stock, (v) allotments, (vi), license fee structure, etc.

b. The website also provides facility for:-

I. Downloading and taking printouts of allotment letters as well as various forms used in the Directorate for house allotment related matters.

II. On-line filling up of various application forms like, DE-II Form, Registration, Acceptance Form, No Demand Certificate Form, and Allotment for Marriage Purpose Regularization Form etc.

III. Registering online complaints by the Public regarding Subletting Case is available in the website of DOE, which could be monitored through GAMS by the Subletting Section.

IV. Online booking of Holiday Homes and Touring Officers' Hostels of the Directorate located in different cities.

Automated System of Allotment (ASA)

1.5 With a view to introducing complete transparency, speedy allotment, higher occupancy of houses and to enable the applicant to get houses of their choice, the Directorate of Estates has introduced the Automated System of Allotment under the GAMS. In this system, list of all vacant houses and also the waiting list is placed on the website of this Directorate and the applicants are required to give their option for one or more houses of their choice in order of priority keeping in view their seniority. The applicant is allotted the house chosen by him/her, if nobody senior to him/her is waiting

for that house. The system is working efficiently in the following types of accommodations from May 2010:-

i.	Type 6A (CII)	- From May 2010
ii.	Type 6B (CI)	- From September 2011
iii.	Type 5B (DI)	- From June 2010
iv.	Type 5A (DII) & Type 4 Special	- From July 2010
v.	Hostel Type Accommodations	- From December 2010
vi.	Type 4	- From January 2011
vii.	Type 3	- From February 2011
viii.	Type 2	- From April 2011
ix.	Type 1	- From January 2012
x.	Type 7 (SG Pool)	- From September 2014
xi.	Garage for Hostels, 5A & 5B	- From September 2014

Subletting Inspection

1.6 When enquired about the subletting of Govt. Houses, the Ministry informed that during the year 2016 (1st January, 2016 to 31st August, 2016), 997 quarters were inspected on the receipt of complaint of alleged subletting. In 295 cases, show cause notices were issued on the ground of suspected sublet. In addition to these, 227 cases have been decided including the cases opened in previous year. On the proved charges of subletting in 160 cases allotment was cancelled and in 33 cases, allottees were debarred for future allotment by the Deciding Authority. In 34 cases after hearing the subletting charge was dropped by the Deciding Authority.

1.7 Hence, as per the Ministry, in 2016 for the period up to 31.08.2016, 1872 eviction cases were filed by the Directorate of Estates before the Estate Officer against unauthorized occupants under the provision of the Public Premises (Eviction of Unauthorized occupants) Act, 1971. A total of 642 cases were closed before eviction order passed. In 647 cases, Eviction Order was passed. In 442 cases, quarters have been got evicted/vacated by the Eviction Squad.

II. CENTRAL PUBLIC WORKS DEPARTMENT (CPWD)

1.8 The Central public works Department (CPWD) is a central government owned department, in charge of Public works, under the Ministry of Urban Development. CPWD is an organization with large bank of Engineering, Architectural and Horticulture human resources, which renders most comprehensive services in the field of planning, designing, construction and maintenance management for all Building & Infrastructure projects with Total Quality Assurance. It provides services to all Ministries and Centre Govt. Departments and executing deposit works of State Government and PSUs, autonomous bodies and Institutions of Central/State Governments on demand basis.

1.9 At present CPWD is executing projects for over 620 clients under various Ministries/State Govt. CPWD handles a wide range of projects like Housing and Office space, Hospitals, Workshops and Factories, Hostels and hotels, Food Grain storage structures, Roads, National Highways, Bridges and Flyovers, Stadium, Airports, Environmental and other utility services. They also executes Border Fencing, Flood lighting and Road projects in difficult terrain and under hostile conditions along the Indo-Pak, Indo-Bangladesh and Indo-China Border. CPWD have also developed expertise in Rehabilitation of Structures. CPWD officers handle Estate work at places where the Directorate of Estates does not have its offices. Assessment of rent of hiring of properties and assessment of value of properties for purchase by various Ministries/Departments of Govt. of India is also done by CPWD.

Organizational Setup of CPWD

1.10 Central Public Works Department is headed by Director General. He is the Principal Technical Advisor to the Government of India. Jurisdiction of the Department is divided into five regular Regions each headed by Special Director General. The sub-regions are headed by Additional DGs respectively, while the zones in all state capitals (except a few) are headed by Chief Engineers. Its field units are located all over India to take up construction and maintenance works even in the remotest parts of the country through its countrywide network of planning and construction units. Autonomy in most areas has been given to the Regional Units headed by Special Directors General.

1.11 CPWD apprised the Committee that the Maintenance complaints handed by CPWD are grouped as given below:

a) **Minor Complaints:** These include works which are attended on day-to-day basis, such as removing blockage of drainage system, manholes, restoration of water supply, repairs to faulty switches, watering of plants, hedge cutting, etc.
b) **Major Complaints:** As the building ages, there is deterioration to various components, and it becomes necessary to restore them back to original condition. The major complaints include works of replacement or repairs to deteriorated or worn out components of the building like replacement or repairs to door, window frames and shutters, plumbing and sanitary installation, internal wiring, electrical equipment, earthing, re-grassing, replanting, etc.
c) **Periodical Complaints:** These include works of periodical nature like white or color washing, distempering, painting, replacement of switches, sockets, etc.
d) **Up gradation:** In case of non-residential buildings, some works are carried out to suit the special requirement of occupying departments for functional efficiency, from funds provided by them. In case of residential buildings, the Ministry of Urban Development has prescribed detailed specifications for free of cost up gradation of quarters vide OM no. 11014/1/2008-W3 dated 14.03.2008 and no. 11014/1/2009-W3 dated 12.10.2009.

1.12 **Following are the services outside the purview of CPWD**

a) Build services like internal roads, water supply, sewerage system, storm water drains, electric sub-stations, feeder pillars, etc. handed over to local bodies.
b) Housekeeping. It is distinct form building maintenance, and is arranged by the user department or Coordination Committee in case of GPOA.
c) Maintenance of fire extinguishers installed at various locations in the building is the responsibility of the user department.
d) Security of building is the responsibility of the user department.
e) Pest control and monkey menace.

Chapter - II

FUNCTIONING OF DIRECTORATE OF ESTATES

The Directorate of Estates (DoE) is mainly responsible for administration and management of the office buildings and residential accommodation of Government of India employees. The Directorate of Estates (DoE) is headed by Director of Estates who is wholly responsible for the adherence of guidelines in order to ensure transparency in the public dealings and further upgrades the services online. The DoE needs additional support from the NIC which is a nodal body entrusted with the task of computerization of DoE. During its deliberations with the representatives of RWA's, the Committee have been informed that existing frame work and practices of DoE with regard to subletting is opaque and there are many vacant Government Houses which are either occupied by unreported persons, contractors and labour. Moreover, DoE officials never visit any Government Colony to ensure proper maintenance of General Pool Government Houses and colonies by the respective agencies-CPWD, NDMC, MCD, and suggested that MoUD may initiate corrective measures on the following steps:

- Directorate of Estate officials brand anyone staying in a house as unauthorized - even if such a person is a member of family or immediate relative of the allottees;
- Enter the houses on the pretext of verification without disclosing their complete identity and displaying written authorisation thereby pose security hazard to the occupants of GPRA houses;
- Unethical practices, such as obtaining signatures of members of family or relatives on dotted lines, under threat of cancellation of allotment;
- Don't share contents of verification/inspection report for taking signatures;
- Directorate of Estate officials do not verify their own records and information furnished by allottees before accusing the allottees of subletting;
- Photographs, information and details of unidentified persons inserted to fabricate evidence against the allottees;
- The RWA's has also informed : Directorate of Estate carries out inspections during working hours on working days - when the working members of the family are not at home and then slaps fabricated false charges that:
    a. The allottees are not staying in the allotted house;
    b. The house has been sublet by the allottees

Adjudication Authority:

2.2 The representative of RWA's further informed the Committee that to infuse due uniformity, transparency, fairness, accountability, objectivity, MoUD may put in place a reliable and credible system-driven online framework to enable all Government Servants allottees at all levels to online submit the details of (i) Members of Family, (ii) Immediate relatives, (iii) Servants and their families, etc. To make DoE more transparent and to minimise, eleminate corruption or extraneous considerations the entire adjudication and appeal process may be entrusted to extraordinary independent authority.

Management of General Pool Residential Accommodations (GPRA)

2.3 When the Committee asked the Ministry to provide information/data about unauthorized occupations by unreported persons/contractors in Govt. accommodations/colonies and also apprise about the action taken against the culprits, then written submission of Ministry of Urban Development and Directorate of Estate is stated as under:

> *"Necessary steps have been taken by the Directorate of Estates i.e linking of e-Awas & e-Sewa database of DoE and CPWD respectively regarding accuracy of data w.r.t housing stock. Further, verification of housing stock in respect of Departmental Pool quarters, unsafe quarters, quarters where occupant record not available and also missing housing stock has been carried out by Directorate of Estates. Verification of stock is done by way of checking records in e-Sewa of CPWD, personal visit to CPWD service centers and also inspection of individual quarters where required. Based on the above, housing stock has been verified and their status such as pool of the quarter, occupant record, status of quarters earmarked as unsafe or where electricity dues were pending, identification of missing stock or deletion of demolished houses etc. has been ascertained. Based on the verification, necessary up-dations in GAMS are being made."*

Reporting format for servants for type-V and above allottees

2.4 The Committee, during the discussions with representatives of RWA's, came to know that there is no reporting format for allottees of Type V accommodations & above regarding information about their servants. Non-reporting of servants has absolved senior Govt. allottees of Type-V accommodations & above from compulsory reporting of servants. This may have resulted in scope of child labour and non verification of servants.

2.5 When the Committee asked the Ministry to provide the reasons for not prescribing reporting format for servants for type-V and above allottees, in their written replies the representatives of Urban Development and Directorate of Estates stated as under:

> *"Type V accommodations and above are provided with servant quarters and thus the allottees are given permission for keeping servants in these quarters when allotments are granted in such accommodations. Moreover, since the servant quarters are part and parcel of such accommodations, all provisions under Allotment of Government Residences (General Pool in Delhi) Rules, 1963 hold for such servant quarters also. However, verification of servants kept by the allottees in the accommodations is the responsibility of the allottee. The concerned allottees are responsible to engage servants in their attached servant quarters duly verified by themselves. Directorate of Estates has no role in engaging servants. The allotted officers provide the attached servant quarters to their servants."*

Adequate Residential accommodation to Govt. Employees: Redevelopment of Govt. Colonies in Delhi and other regional stations

2.6 The Committee noticed that the number of residential quarters available with the Directorate of estates is far less than the requirement of employees in Delhi and other regional stations. It was informed that the total housing stock (General Pool) in Delhi is 61643 and 34634 in other Regional Stations.

The Committee during the discussion with the Ministry or Urban Development raised the issue of redevelopment plan for Delhi. It inquired about the status in this regard. The Secretary stated that "

> "*Redevelopment is being done in Delhi. It has been done in New Moti Bagh. It is in progress in East Kidwai Nagar. The Cabinet has approved 7 colonies for redevelopment which will take 3 years to do. Of these seven, four are for NBCC and three are for CPWD. Since this is a model which is not putting any burden on the exchequer as all are self-financed, we can certainly look to further upscale it. We have become, in fact, more ambitious and we are trying to propagate this model to the States also because many State Governments have similar colonies and they do not have enough funds to do it."*

2.7 The Committee asked the Ministry and Directorate of Estates any policy/guidelines/action plan to address the shortage of accommodations for Govt. employees across all categories in Delhi. In its written replies, the Directorate of Estates has submitted as under:

*"The demand and availability of Govt. accommodation in Delhi is disproportionate for the reason that **no major constructions of Govt. quarters** have taken place during the past years. Further, in New Delhi itself around 2444 quarters which were demolished at Kidwai Nagar (East) have also been removed from the housing stock of GPRA. However the redevelopment work has been taken up in the said area to provide a total no. of 4608 quarters which is nearly 2164 units in addition to the existing stock before demolition. Keeping in view this acute shortage of accommodation for Government employees, especially in Delhi, Ministry of Urban Development has taken various steps to reduce the demand-supply gap such as allowing other Ministries/Departments to construct/procure staff quarters and maintain their own Departmental Pool and demolishing the old constructions and rebuilding multi-storey govt. quarters etc which alleviates the acute space pressures being faced by the city and generate more space available for landscaping and even increasing parking requirements."*

2.8 Following are the details of number of Flats constructed for Central Government Employees along with the funds spent on such construction during the last 3 years and the current year.

Sl. No.	Location	No. of Flats constructed during the last 3 years and current year Type-Wise	Funds Spent (in Rs.)
1	Dev Nagar, Delhi	400 Type-III Quarters	86.75 Crores
2	Deen Dayal Upadhyay Marg, Delhi	140 Type-V-B Quarters 104Type VI-A Quarters	150 Crores(Approx.)

2.9 Action taken to augment the General Pool Residential Accommodation

A. <u>Recent augmentation and taken over for allotment:-</u>

S. No.	Location	Mode of Acquisition	Type of accommodations	No. of Units
1.	CWG Village	Outright Purchase from DDA	Type V-B Type VI-B Type VIII	294 107 39
2.	Dev Nagar	New Construction	Type-III	400
3.	Deen Dayal Upadhyaya Marg	New Construction	Type V-B Type VI-A	138 103
TOTAL				1081

B. Details of GPRA quarters under construction:-

S.No	Location	T-II	T-III	T-IV	T-IV (Sp)	T-V	T-VI	A/A & E/S	Target Date of Completion
1	DIZ Area (New Delhi)	-	-	30 Nos.	-	-	-	15.71 Cr.	19.08.2016
2	Dev Nagar, (New Delhi)	-	384 Nos.	-	-	-	-	113.09 Cr.	29.02.2016
3	Silchar (Asam)	14 Nos.	14 Nos.	8 Nos.	-	3 Nos.		15.11 Cr.	31.05.2016
4	Agartala (Tripura)	24 Nos.	24 Nos.	12 Nos.	-	-	1 No.	23.91 Cr.	31.05.2016
Total	**38 Nos.**	**422 Nos.**	**50 Nos.**		**3 Nos.**	**1 No.**			

C. Redevelopment Proposals for Additional Stock of GPRA

Sl. NO.	Location	Existing Accommodation	Proposed Accommodation under Redevelopment Project	Additional Units Available
1.	Kidwai Nagar(E)	2444	4608	2164
2.	Shrinivas Puri	1432	3602	2170
3.	Netaji Nagar	2772	7661	4889
4.	Sarojini Nagar	4687	9352	4665
5.	Kasturba Nagar	2521	4579	2058
6.	Thyagraj Nagar	601	280	NIL
7.	Mohammadpur	328	736	408
	Total	14785	30818	16033

D. Augmentation Proposals under Planning:

New Constructions proposed in Delhi:

a) Transit Hostel at DDU Marg(No. of House being finalized)
b) Various types of residential units at Ghitorni as per the following units:-

Sl. No.	Location	Type of Unit	Proposed Dwelling Units			
			Unit Area (sq.m.)	GPRA	For Sale	Total
1.	Ghitorni	VIII	615.50	50	--	50
2.		VII	423.15	100	75	175
3.		VI	279.05	875	100	975

4.		V	209.66	826	512	1338
5.		IV(Spl.)	154.63	1520	510	2030
6.		IV	134.63	400	--	400
7.		III	82.55	1070	--	1070
8.		II	72.40	1600	--	1600
		Total		6441	1197	7638

c) 798 Type IV (Special) flats at Dev Nagar
d) 72 Type V flats at Vasant Vihar.
e) 36 Type VI flats at Vasant Vihar.
f) About 100 Type VII flats at Deen Dayal Upadhyay Marg
g) 15 Type VII Bungalows at Sunehari Bagh
h) 80 Type III flats at Probyn Road
i) 4 Type-VIII Bungalows at Sunehari Bagh
j) 432 Type-IV(Special) and 108 Type-V in Jorbagh.

E. Details of proposals of construction of GPRA quarters in various regions of the country (outside Delhi) which are under process are as under:-

SL. NO.	NAME OF CITY	TYPE OF QUARTERS
1.	Patna	119 nos. of Type-II 100 nos. of Type-III 60 nos. of Type-IV 30 nos. of Type-V 5 nos. of Type-VI
2.	Gangtok	16 nos. of Type-II 16 nos. Type-III 16 nos. of Type-IV
3.	Kolkata	60 Nos. Type-IV 40 Nos. of Type-V 40 Nos. Type-VI
4.	Mumbai	70 Type-VI, 36 Type V, at Hyderabad Estate, Mumbai 54 Type-III and 60 Type-IV at Bhandup, Mumbai 30 units at Nerul, Mumbai 54 Type-IV(Special) and 60 Type-V at Kane Nagar, Mumbai 648 Type-II and 972 Type-III at S.M. Plot, Antop Hill at Mumbai 512 nos. of Type-II, 240 nos. of Type-III, 84 nos. of Type-IV(Special) and 32 nos. each in Type-V and Type-VI at Malwani Malad at Mumbai 36 nos. of Type-III in Nawi Mumbai.
5.	Raipur	There is proposal of construction of GPRA in Sector 22 in New Raipur. NOC for construction of 729 Nos. of quarters has already been accorded by Directorate of Estates.
6.	Bangalore	There is a proposal for construction of 48 Type-II, 48 Type-III and 10 Type–IV for which Directorate of Estates has already conveyed its concurrence
7.	Dehradun	56 nos. Of Type-III

		14 nos. Of Type-IV 6 nos. Of Type-V 1 no. Of Type-VI
8.	Lucknow	64 nos. Of Type-I 16 nos. Of Type-II 24 nos. Of Type-IV 8 nos. Of Type-V 3 nos. Of Type-VI

2.10 The Committee were informed that the Ministry is also examining taking over of land occupied by other Ministries and not utilized for constructing GPRA in Central Delhi. Two such pieces of land under consideration are:-

a) Land of VSNL pertaining to the Ministry of Telecommunication, which has to be settled with Tata Consultancy Services as Govt. has stake on two pieces of land:-i) Near Greater Kailash-II, New Delhi ii) Near Mehrauli/Andheri Mode.
b) Land pertaining to the Ministry of Information & Broadcasting located near Delhi University occupied by Prasar Bharti for its ground level transmission towers.

2.11 Further, the Committee asked the Directorate of Estates to provide details of budgetary allocation and expenditure in last 5 years for augmenting strength of Govt. accommodation in Delhi. In its written replies, the DoE submission regarding Budgetary details for the augmentation of GPRA is as under:-

Head : 4216.01.106.03.03.53 Buildings

Rs. In Crores

Year	B.E.	R.E.	Expenditure
2011-12	175.00	145.00	189.86
2012-13	150.00	100.00	105.38
2013-14	173.83	173.83	170.43
2014-15	209.00	169.00	162.77
2015-16	220.00	199.77	100.65
2016-17	200.00	-	-

Single window system for redressal of complaints regarding allotment and maintenance of residential accommodations

2.12 During discussion with Officials of Ministry of Urban Development and Directorate of Estates, the Committee asked whether there is any issue of coordination among PWD/CPWD in the maintenance of Govt. residential quarters and as well as area near Government colonies. The representatives of Ministry and DoE stated that:

> *"Regional Stations of Directorate of Estates have no role whatsoever in the matters of maintenance of GPRA colonies as it is the exclusive domain of the CPWD. However, it is felt that the CPWD is finding it impossible to remove the unauthorized encroachments in Mumbai in various sectors of Antop Hill and Ghatkopar Colonies as the issue involves the local bodies, police department etc."*

2.13 Further the Committee also asked the representatives of Ministry and DoE whether there is any single window system for attending the complaints regarding allotment, maintenance of residential accommodations in regional stations of Directorate of Estates. In its written replies, the representatives stated as under:

> *"There is no single window system for attending the complaints of both Estates office (Allotment matters) and CPWD (maintenance) in all the regional stations of Directorate of Estates."*

2.14 When the Committee asked the Ministry and CPWD whether effective coordination is being ensured among different agencies from allotment to maintenance of Govt. Residential buildings, the representatives of Ministry stated that:

> *"Allotment letters to allottees and copy to JE, CPWD are sent through online by Directorate of Estate. After issuance of allotment letter, for possession allottee has to contact enquiry office in person. Thereafter all maintenance/repair issues are dealt through CPWD e-Sewa portal. There is an excellent coordination between DoE & CPWD. Civil and Electric units are placed under common command of Chief Engineer for better coordination among civil and electrical wing for the purpose of maintenance/construction."*

CHAPTER - III

CONSTRUCTION AND MAINTENANCE OF GOVT. RESIDENTIAL AND OTHER BUILDINGS BY CPWD AND NBCC

Established in July, 1854 at Ajmer as the central agency for execution of public works, the Central Public Works Department (CPWD) has now grown to become a multi-disciplinary and multi-dimensional organization of the Central Government, which provides services from project concept to completion and maintenance management in post construction stage. The quantum of maintenance with CPWD can be gauged from the fact that there are about 140000 units of General Pool Residential Accommodation (GPRA) and 2260000 sq m area of General Pool Office Accommodation (GPOA). There are other residential and non-residential buildings also, including some well known monumental and prestigious buildings such as the President Estate, Parliament House, Supreme Court, hospitals, colleges, sports complexes, etc.

3.2 The daunting task of maintaining these buildings, located all over the country, is performed by CPWD through a wide network of offices and work force managed by professionals. Maintenance of buildings involves activities to sustain, restore, or improve facilities and services to currently acceptable standards. The objectives of maintenance are:

a) To preserve building and services in habitable and good operating condition.
b) To ensure safety of the occupants
c) To update, renovate, or retrofit the facilities to improved specifications and standards, where so required.

3.3 CPWD maintains those Central Government buildings whose ownership is vested with the Ministry of Urban Development, from the funds reflected in its Demands of Grants. It also maintains other central Government Buildings constructed by CPWD, from funds provided by user departments. There are about 142000 residential units and 2.3 million sqm plinth area of non-residential buildings being maintained by CPWD.

3.4 The Committee have been apprised about the recent Reform measures and policy initiatives taken by CPWD for improvement of its functional efficiency. These reforms measures are as follows:

a) **Policy Initiatives for Improvements in Maintenance**: CPWD has outsourced maintenance of certain selected colonies and engaged a single agency for carrying out all operations. Outsourcing of maintenance has been successful and this will also encourage the regular CPWD workers to perform better. Apart from regular maintenance, the works of aesthetic improvement and retrofitting of old quarters have been taken up and with these works, the look of old quarters has changed. For improving lodging & monitoring Complaints, call centre with toll free No. with SMS facility has been made operational in Delhi for registering of complaints 24*7 and has been integrated with CPWD-Sewa and has assisted the Ministry of Urban Development for selecting the consultant for carrying out Access Audit of 40 public buildings located in Delhi, which are being maintained by CPWD. CPWD is also now assisting Ministry of Urban Development to select 'Access Audit' consultants for conducting access audit of the buildings located outside Delhi.

b) **Scheme for social audit and third Party Quality assurance (TPQA):** As a measure of transparency and public participation in the work of CPWD with the objective of good governance, CPWD has issued detailed guidelines for Third Party Quality Assurance in projects being executed by it, wherein social audit of the project shall be done by the group of students of nearby reputed engineering colleges and comprehensive technical audit will be conducted by the professional bodies.

c) **Installation of Rooftop solar PV Portal in all Central Govt. Buildings:** An advisory has been issued by the Ministry of Urban Development to all the States to issue necessary directives to all State departments to use roof tops of buildings for solar power generation on mandatory basis and also to make provisions in the bye laws in their local bodies in this regard an Memorandum of Understanding (MoU) between CPWD & Solar Energy Corporation of India (SECI) has already been executed for providing roof top solar PV Portal in all GPOA building in Delhi.

3.5 The Committee have been apprised during the discussion with the representatives of RWAs that there has been a perceptible improvement in response time and basic services of CPWD with the implementation of citizen charter, CPWD help line and feedback services. However, this improvement is only marginal and

incremental. In response to it, the representatives of ministry of Urban Development and CPWD stated that:

> *"There is substantial improvement in response time and basic services of CPWD in last one year as satisfaction level among allottes has increased from 78%(march 2015) to 96%(in march 2016) as per CPWD sewa call centers records."*

Social Audit and Quality of workmanship

3.6 During the evidence, the Committee raised the issue of vigorous internal audit of work of contractors hired by CPWD for their construction work. It was found out that only heavy ticket work contractors tend to repeatedly keep coming back and the routine maintenance work becomes a casualty. This is because of the fact that there is minimum margin for the contractors under routine maintenance work.

3.7 Further the Committee asked the Ministry of Urban Development and CPWD whether they have done any audit of quality of workmanship (contractors) in the projects executed by them, the representatives submitted as under:

> *"Yes, there is a proper monitoring system to check the quality of workmanship as CPWD has a well established Quality Assurance and Technical Audit wing at HQ and separate Quality Assurance Units in the Superintending Engineer Office and Additional Director General Office. Technical checks are performed during execution by supervisory officials and senior officers. The quality assurance teams from circle and other offices regularly inspect the site to monitor quality. Periodical inspections are carried out by HQ Quality Assurance unit or on receipt of any specific complaint. For bigger projects costing more than Rs. 20 crore, Third Party Quality Assurance (TPQA) is mandatory to be employed and inspections are also made by Chief Technical Examiner (CVC). No centralized data is presently available for all such checks/inspections."*

Regular interaction of senior officials of CPWD& with RWA's

3.8 During the discussion with the representatives of RWAs, the Committee were informed that the officers of CPWD are generally inaccessible to the residents for listening to their grievances. To contain unauthorised encroachments under the purview of CPWD the Committee had recommended in its earlier reports to take assistance from the RWA's who will entrusted to report the matter of unauthorised construction to JE/AE and JE/AE may swung into action.

3.9 The Committee enquired from the Ministry of Urban Development whether CPWD displays the following information in enquires and websites.

- Schedule of periodical maintenance and services.
- Up-gradation work undertaken in each Government property (House ID) with details of item of work, date of completion, cost incurred, etc.
- List of contractors for each colony along with approved rates, standards of items/material, terms and - conditions including replacement/warranty clauses;

Then in its written replies, the representatives of the Ministry stated that:

"Yes, the information on their web portal CPWD E-Sewa and http://www.cpwd.gov.in, is available related to schedule of periodical maintenance & services and up-gradation work undertaken in Govt. properties as already explained above Para (i). However, these are not displayed in the inquiries. Normally, the list of contractors with details of their respective work related to area of that enquiry are kept on display, however, information related to the approved rates of items/material, terms and - conditions including replacement/warranty clauses are not displayed. This information is also available on CPWD website under WBPMS portal."

3.10 Thereafter, during the evidence, Secretary, Ministry of urban Development acceded to the suggestion given by the Committee regarding holding of regular meetings of senior officials with residents in colonies. Joint secretary in the Ministry has been instructed to call RWAs one by one. DG of CPWD will also be present in the meeting. The Secretary of Ministry has agreed to consider the possibility of a dedicated unit **i**n the Ministry for this purpose.

Feed back to CPWD by occupants via web-portal/Mobile App.

3.11 During the evidence stage, the Committee discussed about the pathetic conditions of maintenance of Govt. residential colonies particularly overhead water tanks. These tanks are generally found uncovered which led to trap of animals and birds inside them. Dead bodies of birds and animal are spotted by residents many times and information has been provided to officials regularly. Despite these no cleaning has been carried out periodically and residents have to drink that water without any choice. The Committee observed that the RWA's may forward their points/photos/videos to the Lok Sabha Secretariat so that these may be forwarded to the Ministry of Urban Development for necessary action.

3.12 Further the Committee enquired whether CPWD has provided facility to allottees of Govt. accommodations on the web portal & mobile App. so that occupants can post photographs of work done by CPWD contractors so as to give proper feedback to CPWD regarding quality of works done by their contractors. The Committee also enquired about the steps taken by CPWD to increase transparency and quality of work done. In its written replies, the representatives stated as under:

> *"At present, there is no such facility available to allottee on CPWD web portal and mobile App. to post photographs of work done by CPWD officials/contractors. However, photographs are definitely received through WhatsApp and emails of senior officers. The suggestion of Hon'ble Committee is accepted and these facilities can be granted at web portal and mobile App. Steps taken to increase transparency and quality are already explained above."*

3.13 The Committee discussed about the 'Online App' which can help residents a lot for giving proper feedback to CPWD regarding maintenance and cleanliness in their colonies. They also suggested the Ministry and CPWD for raising awareness in the residents about the use of online portal and Mobile App. for giving feedback to the officials so that the organization knows about their shortcomings and satisfaction of service usurers.

Misbehavior/ high handedness of CPWD Officers with allottees/occupants during demolition drive

3.14 The Committee was informed during the discussions with representatives of RWA's that demolition exercises have been undertaken selectively in -

- Houses of junior level Government allottees
- Houses in lower category colonies
- Houses on first floor, etc.

3.15 The Committee were also informed by representatives of RWA's about the instances of high handedness, misbehavior of CPWD Officers with allottees/occupants during demolition drive in Lodhi Colony in the last 4 month. The Committee asked the CPWD and Ministry to provide factual position in this regard. Then the representatives of Ministry and CPWD stated in their written reply that:

> *"It is to intimate that 2 Nos. PG cases were registered on CPGRAM portal of PMO dated 06.01.2016 about unauthorized construction in Lodhi colony. In Lodhi Colony, notices were issued to all allottees who have constructed unauthorizedly.*

Demolitions were carried out on 04.07.2016, 05.07.2016 and 08.07.2016. On 12.07.2016, JS (W)/MoUD directed to put on hold the demolition drive and DOE conducted the survey. After the survey where 73 GPRA quarters at Lodhi Colony were found suspected of subletting and commercial activities in unauthorized construction. These 73 unauthorized constructions have been removed. Further directions from MoUD are still awaited for rest of the GPRA quarters identified for unauthorized construction and notices already issued. There is no instance of any misbehavior by CPWD Officers during the demolition drive. Rather, allottees have misbehaved with the CPWD Officers during the demolition."

Maintenance of Dilapidated Government Residential Colonies

3.16 The Committee when asked the Ministry and CPWD to provide details of old Govt. housing colonies across India in metropolitan cities which are in dilapidated conditions, the representatives stated as under:

"The details of dilapidated houses/colonies, state wise/city wise other than declared as dangerous are as follows:

- *Delhi 4480 nos. (i/c colonies proposed for re-development)*
- *Mumbai 2068 nos.*
- *Kolkata 40 nos.*
- *Nagpur 8 nos.*
- *Shimla 9 nos.*

Seven colonies are redevelopment out of which CPWD is constructing four colonies i.e. Srinivaspuri, Thyagraj Nagar, Kasturba Nagar & Mohhamad pur."

3.17 The committee enquired about the details of budgetary allocations and expenditure over maintenance of old housing colonies in last 5 years. The Ministry in its written replies stated that:

"As there is no different budgetary head for maintenance of old housing colonies therefore no separate details on budget allocation and expenditure over these colonies is available."

3.18 The Committee discussed about the budgetary constraints for maintenance of old housing colonies. The Ministry in their reply stated that they get only 60% to 70% of the budget. There are no sufficient funds for maintenance. Whatever maintenance is necessary that is carried out periodically.

3.19 The Committee asked about the details of Govt. quarters/bungalows which are declared dangerous and unsafe in regional stations of Directorate of Estates in the last

5 years and what actions have been taken by regional stations till now in this regard. Then in their written replies, the officials of CPWD and Ministry stated that:

> *"Station wise details (as received from regional stations) of residential units declared as dangerous in the last five years are as below:-*
>
> - *Delhi area 1296*
> - *Mumbai Area 808*
>
> *Most of the dangerous and unsafe declared residential units have been demolished other will also be demolished soon. In respect of dangerous and unsafe flats/buildings, alternative accommodation, as per entitlement & availability is provided by Directorate of Estates."*

Maintenance of Guest Houses of Directorate of Estates

3.20 It has been observed that all the guest Houses of Directorate of Estates are in prime locality of the towns. However, their maintenance is not up to the level. As a result the Central Government Employees prefer to stay in Private hotels and pay exorbitant price. In this connection, when the Committee enquired about the reasons for such poor maintenance and the BE, RE and actual for maintenance of these Guest Houses, the Ministry in its written replies stated as under:

> *"In general, the guest houses being maintained by CPWD are in good condition. Due care is taken by staff concerned responsible for maintenance, considering the sensitivity and importance. There is no specific reference has been received related to poor maintenance. In the past there was no separate budged allocation for maintenance of Guest Houses, however, a new budgetary head has been opened recently and details are tabulated below:*
>
> *MH-2059 M&R (other buildings) maintenance/upkeep of inspection bungalows:*

(Figure in crores)

Year	BE	RE	Expenditure
2014-15	8.00	3.00	2.88
2015-16	5.00	5.00	2.69

3.21 When the Committee further asked the CPWD and Ministry to state about the authorized and existing strength of manpower and machineries for the maintenance of Govt. Guest Houses, the Ministry in its written replies stated as under:

"There is no separate manpower and machinery for maintenance of Guest Houses. These are maintained by respective service centre as per available resources."

3.22 When asked about the guidelines for changing the furniture, mattress and carpets of these Guest Houses and whether Directorate of Estates strictly adheres to these guidelines, the Ministry stated in its replies that:

"There are no separate guidelines for changing the furniture, mattresses and carpets of the Guest Houses. These are being replaced as per expiry of their useful life on the basis of guidelines available in CPWD manual for furnished residences."

3.23 Even the building structures and electrical connection and appliances seem to be very old in these Govt. Guest Houses. Regarding this, when further enquired about the steps being taken for their maintenance and renovation and the BE, RE and actual during the past 5 years and whether Directorate of Estates is facing any funds constrains for the same, then its written statement Ministry stated as under:

"Electric connections and appliances are being maintained as per guidelines of CPWD manual. Earlier there was no separate budget allocation for maintenance of Guest Houses; only recently budgetary head as mentioned above has been created."

Dust Free Construction technology to be adopted by CPWD

3.24 It is noticed that dust and fine particle generation from construction and demolition activities can be substantially reduced through carefully selected mitigation techniques and effective management. The most effective technique is to control dust at source and prevent it from becoming airborne.

3.25 To curb pollution generated by construction agencies, when the Committee asked the Ministry of Urban Development and CPWD to explain whether they have adopted Dust Free Technology in construction and maintenance of Government buildings and Government Residential buildings by CPWD, then the Ministry in its written submission stated as under:

"CPWD is using ready-mixed concrete and pre-cast materials which have reduced dust free methods though it is not always feasible to us such methods due to nature of works. The instructions issued by the Hon'ble Supreme Court and National Green Tribunal are also being followed for reduction or air pollution caused by dust during construction and maintenance activities."

NATIONAL BUILDING CONSTRUCTION CORPORATION (NBCC)

3.26 Construction and Maintenance of Government Residential Buildings by NBCC

There is acute shortage of Government housing, especially in the National Capital Region (NCR) in various categories. Redevelopment of old Government housing colonies as per the latest Delhi Master Plan - 2021 norms has been identified as one of the strategies to overcome this shortage. NBCC into its 56th year into building construction has diversified into Real Estate Business. NBCC carries out re-development of Government properties on a mode i.e. Self Sustaining and does not call for any Government funding. Re-development of General Pool Residential Accommodation (GPRA) successfully by NBCC on self financing basis earlier at New Moti Bagh, New Delhi has paid dividends. While Re-Development of GPRA at East Kidwai Nagar, New Delhi on similar pattern is presently in progress. In this Era of competition, one who can provide highly efficient, effective and timely service at a competitive cost shall survive. Keeping this in view, NBCC has formed a separate wholly owned subsidiary in the name and style of NBCC Services Ltd (NSL), which has acquired necessary expertise in the field of post constructions maintenance services. NSL is not only successfully working on the real estate projects of NBCC but has been successful in getting the new projects from other clients. In case of NBCC constructed projects, wherein clients are desirous to get the maintenance executed through NBCC, NSL has an advantage of being thoroughly aware of the requirement of specialized maintenance services.

3.27 Monitoring of Implementation of ongoing projects by NBCC

National Buildings Construction Corporation Ltd. (NBCC) is a blue-chip Government of India Navratna Enterprise under the Ministry of Urban Development, with consolidated revenue of INR 5000 Crore. Listed with both the Stock Exchanges, the company's unique business model has today, made it stand out as a leader in its own right in the construction sector with more than INR 2000 Crore Order Book in hand and counting. For the monitoring of implementation of ongoing projects by NBCC, the Chairman cum Managing Director, NBCC is assisted by Director (Projects) and Director (Commercial).

3.28 When the Committee asked the NBCC about their action plan to address shortage of accommodations for Govt. employees across all categories in Delhi, then the representatives of the NBCC stated as under:

> *"There is a shortage of dwelling units for Government employees and existing infrastructure have outlived their serviceable life, hence to address the problem, redevelopment of old dilapidated colonies has been planned by MoUD/GOI."*

3.29 Information as given in written replies, about redevelopment of old dilapidated colonies by NBCC are as follows:

1. REDEVELOPMENT OF NEW MOTI BAGH, NEW DELHI

NBCC has already been involved in the re-development of General Pool Residential Accommodation at New Moti Bagh from Nay 2009 to March 2012 at a cost of Rs. 523.41 crores. There are a total of 492 Residential units in the complex: 116 independent bungalows, and 376 large sized apartments. These residential units are provided to civil servants, police officers, and Judges, based on their pay grades, at a very nominal rent, free of tax, maintenance, security, civic, and other infrastructure liabilities, which are all paid for by the government. In addition to the housing for senior civil servants there are 500 units for servants and other service providers, classified as Economical Weaker Section (EWS).

2. REDEVELOPMENT OF EAST KIDWAI NAGAR, NEW DELHI

NBCC has been involved in one of most prestigious projects of the country, the Redevelopment of East Kidwai Nagar Project, New Delhi. The Redevelopment scheme involves construction of approx. 4608 houses of categories Type II to Type VII at affordable rates.

3. REDEVELOPMENT OF 3 COLONIES AT SAROJINI NAGAR, NETAJI NAGAR AND NAUROJI NAGAR AT NEW DELHI

Government has approved the Redevelopment of 7 colonies in Delhi to overcome the shortage of housing for central Government employees. Redevelopment plan includes redevelopment of Netaji Nagar, Sarojini Nagar, Nauroji Nagar, Kasturba nagar, Thyagraj Nagar, Sriniwaspuri and Mohammadpur.

NBCC (India) ltd. and CPWD are appointed as implementing agency for redevelopment of colonies in Delhi. While NBCC will re-develop Netaji Nagar, Sarojini Nagar & Nauroji Nagar and construct 15510 flats in various categories, CPWD will redevelop Kasturba Nagar, Thyagraj Nagar, Sriniwaspuri & Mohammadpur and construct 10157 flats in various categories. Redevelopment is on self-sustainable basis & no budgetary support. Revenue to be generated after sale of commercial BUA - Rs. 32835 crores which is equivalent to the overall project cost.

NBCC	Area	Projected Project Cost
Netaji Nagar	110.88 acres	6476
Sarojini Nagar	288.12 acres	15512
Nauroji Nagar	24.96 acres	2699
3 colonies (Total)	423.96 acres	24687 crores

The total land is 571 Acre, 12970 houses from Type I to IV with are of 7.49 Lac sqm. to be redeveloped into 25667 houses from Type II to VI with built up area 29.18 Lac sqm. 3.26 lag sqm. Social Infrastructure like Local Shopping, Community, Health centre, schools, etc.

12970 houses with BUA 7.49 lac sqm to be redeveloped into:	• 25667 houses with BUA 29.18 lac sqm; • Social Infrastructures (BUA 3.26 lacs sqm) • General Pool Office Accommodation at Netaji Nagar (BUA 2.42 lac sqm.)

Existing old government quarters mostly of Type-I to Type -III are proposed to be replaced with modern, energy efficient, enhanced number of Type-II to Type-VI dwelling units and will cater to almost 2.5 Lakhs residents.

Timeline committed for completion of 3 redevelopment colonies - 5 years

approval from Government - 3 months
Statutory & Municipal Approvals - 3 months
Vacation of Existing Quarters - 12 months
Construction Period in Phases - 42 months

4. COMMERCIAL-CUM-RESIDENTIAL TOWERS AT KARKADOOMA (75 ACRES) AND LAKE VIEW RESIDENTIAL TOWERS AT SANJAY LAKE (25.2 ACRES)

Ministry of Urban Development through DDA recently notified Transit Oriented Development (TOD) policy for high density development along identified Mass Rapid Transport System (MRTS) corridors such as the routes of Delhi metro. NBCC has been engaged as the project development and implementation consultant for the first two projects under the TOD policy. The first one is a 10.2 Ha land-parcel at Trilokpuri near Sanjay Lake and another a 30 Ha land parcel at Karkardooma, both in East Delhi. They together would increase housing inventory in a variety of formats of Housing such as serviced apartments, 1 BHK to 3 BHK etc. to cater to different sections of the NCR residents and varying needs for housing.

5. RE-DEVELOPMENT OF 2 RESIDENTIAL COLONIES FOR AIIMS AT AYURVIGYAN NAGAR (49 ACRES) AND WESTERN CAMPUS, SAFDARJUNG (28.03 ACRES)

EPO approved the proposal for redevelopment of 2 colonies on 28.06.2016. Cabinet note submitted by Ministry of Health & Family Welfare for the approval of proposal by cabinet.

PART - II

CHAPTER - IV

RECOMMENDATIONS/OBSERVATIONS

1. SHORTAGE IN AVAILABILITY OF ACCOMMODATION FOR GOVT. OFFICIALS.

The number of residential accommodations (General Pool) available with DoE is 61643 in Delhi and 34634 in other Regional Stations, which are not adequate to meet the requirement of Government officials against their demand of 85314 houses in Delhi and 50852 houses in other Regional Stations, as no major construction is carried out for Government quarters during the past several years. Since, there is acute shortage of houses in Delhi and other areas, the Government officials have to wait for long to get their residential accommodation. The Committee have been informed that 16033 additional houses would be made available under General Pool Residential Accommodation(GPRA) to meet the gap in demand and supply of Government accommodation after the redevelopment of Kidwai Nagar (East), Sarojini Nagar, Naroji Nagar, Kasturba Nagar, Thyagraj, Sriniwaspuri and Mohamadpur in three years by NBCC and CPWD. Similar other measures by the Ministry of Urban Development such as maintenance of departmental pool by constructing residential accommodation, reoccupation of unauthorised land allotted for the purpose to others are expected to supplement the stock.

The Committee note the steps taken by the Government to meet residential demand of Government officials. They would like the Ministry to explore a system for completing the desired work expeditiously in time bound manner and minimize the financial burden on the Government. The Committee desire that department should make real time assessment of requirement so that availability of houses to Government officials is made by taking requisite measures for completion. They also desire that entire redevelopment process of existing housing colonies should adopt green building norms and in house solid and liquid waste management facilities as envisaged in the master plan of Delhi-2021 (MPD).

2. MANAGEMENT OF GENERAL POOL RESIDENTIAL ACCOMODATION

Directorate of Estates (DoE) has linked E-Awas and E-Sewa database of DoE & CPWD respectively for accuracy of data regarding housing stock. The Committee understand through inputs from RWA that several houses are occupied by contractors, labourers and unknown persons for repair work and there is no inspection of Government colonies by DOE officials to ensure proper maintenance of general pool Government house and colonies by CPWD, NDMC and MCD.

The Committee were apprised by the DoE that status of Government houses is ascertained by checking records in E-Sewa of CPWD, personal visits to CPWD service centre and also inspection of individual quarters where required. The Committee believe that ascertaining of records through E-Sewa and E-Awas would not suffice the purpose of regular inspection of Government colonies including garages by DoE and would not give clear picture on maintenance, verification of occupants, instances of subletting. They should also hold periodical meetings with the representatives of RWAs so as to take their suggestions to help maintenance of Government houses in better way.

The Committee, therefore, desire that while verifying/inspecting the houses the DoE official should not only show there valid identity but should also have written authorisation before any Government house/garages/SQs and inspection thereof should be carried out with due intimation to allottees and respective RWAs. The DoE officials should also share contents of such verification/inspection report with allottees like other statutory authorities i.e. police share a copy of FIR to the concerned persons. The inspection report may also be brought to the knowledge of allottees and RWA's before action is initiated. The Committee are of the considered view that these measures will help in efficient management of Government properties by the DoE.

3. REPORTING FORMAT FOR TYPE-V ALLOTTEES AND ABOVE FOR SERVANTS

The Committee have come to know that Directorate of Estates (DoE) has specified forms for reporting of 'Members of family' and 'immediate relations' of the allottees in compliance of notification dated 10.06.2015. However, there is no reporting format for servant under SR 317-B-20 for Type V accommodation and above. The Committee have been apprised by the DoE that type V accommodation & above are provided with in-built servant quarters. Since the servant quarters are part and parcel of such accommodations, all provisions under allottment of Government Residences (General Pool in Delhi) Rules, 1963 hold for such servant quarters also. Verification of servants kept by the allottees is their responsibility. The concerned allottees are responsible to engage servants in their attached servant quarters duly verified by themselves. The Committee are surprised to note that DoE has no role in verification of servant quarters. DoE may have no role in engaging servants but they may ask for verified report of servants through allottees. This may help in prevention of subletting of servant quarters. The Committee are of the opinion that maintaining a common yard stick for both senior Government officials (All India Services & Group-A) and as well as junior level officials will prevent any conflict in the minds of junior level employees of the Government that senior level officials of the Government are spared from the verification process. Verification of domestic servants and reporting to DoE should be specified so as not to spare any senior All India Services officials and Group- A allottees from misusing the Govt. houses and its premises in terms of Commercial use/subletting etc. Reporting Rules, verification and adjudication procedure adopted by DoE should be fair and transparent for every Government allottees irrespective of their hierarchy in the Govt. Uniform format of reporting will remove the stigma that DoE adopts the rule which are protective and selective for senior officials and discriminatory, opaque and humiliating for lower rank Government allottees. Adoption of Uniform format for reporting will enhance transparency, objectivity and accountability in the functioning of DoE.

4. SINGLE WINDOW SYSTEM FOR RESOLUTION OF COMPLAINTS REGARDING ALLOTMENT AND MAINTENANCE OF RESIDENTIAL ACCOMMODATIONS: CO-ORDINATION BETWEEN DIRECTORATE OF ESTATES, CPWD AND LOCAL BODIES

The Committee have been informed that regional stations of DoE have no role in the matters of maintenance of GPRA colonies as it is the exclusive domain of CPWD. They feel that the problem of non co-ordination between construction agencies and maintenance agencies is quite old, perennial and common in India. There are many programs/projects which are shared between various agencies viz. PWD, CPWD, MCD, NDMC Delhi Jal Board, Local Municipal Bodies, Local police and DoE etc. Good co-ordination and cooperation between the relevant agencies and departments is very necessary to optimize the necessary results and for enhancing the satisfaction level of service users i.e. Residents/allottees. The Committee note that there is no single window system for attending the complaints of both Estates office (Allotment Matters) and CPWD (Maintenance Matters)/ NDMC/MCDs etc., in all regional stations of DoE regarding allotment, maintenance of residential accommodations in regional stations of DoE Mumbai, Chennai & Kolkata. The Committee are of the considered view that communication, co-operation, co-ordination and one window system for redressal of complaints of allottees regarding allotment and maintenance of Government residential accommodation is essential to have a robust complaint redressal mechanism for CPWD & DoE and other concerned agencies.

The Committee, therefore, strongly recommend to create Single Window System for resolution of complaints regarding DoE & CPWD and other agencies regarding issues pertaining to Government allotment and maintenance of residential accommodation in a time bound manner under intimation to the Committee.

5. AUDIT OF QUALITY OF WORKMANSHIP (CONTRACTORS) AND MAINTENANCE OF CENTRALISED DATABASE FOR ALL CHECKS AND INSPECTIONS.

The Committee feel that efficient and effective functioning of CPWD has a direct bearing on the quality of maintenance and upkeep of prime public properties on one hand and efficient use of public money and resources on the other. They are aware of the poor maintenance of accommodation of Government colonies though there has been a perceptible improvement in response time and basic services by CPWD through implementation of citizen charter, its helpline and feedback services. However, this improvement is far below expectations of the residents of those colonies especially with respect to quality of work done and the sub-standard workmanship.

As regards the monitoring mechanism of CPWD to check the quality of work of contractors, the Committee have been apprised that CPWD has a quality assurance and technical audit wing at headquarters and separate quality assurance units in Superintendent Engineers (SE) office and Director General (DG) office. The CPWD also informed the Committee that technical checks are performed by supervisory officials during the execution of work. The quality assurance teams from circle and other offices regularly inspect the site to monitor quality. On specific complaints Headquarter quality assurance unit carries out periodical inspections and third party quality assurance (TPQA) is employed for projects more than Rs. 20 crore. The Committee are, however, surprised to note that despite this system in place, no centralized data is maintained for all such checks and inspections by various units of CPWD. The Committee are of the firm view that despite so many layers of checks by the CPWD, the quality of work being done by contractors is of very poor quality and anybody guess.

The Committee strongly recommend the Ministry to have a strict and vigorous internal quality audit of all its projects carried out by the contractors. The AE/JE, performing very well should be deployed from time to time to inspect and audit the quality of works from where there are regular complaints and a time bound report be submitted for correctives. The responsibility should be fixed at the level of AE/JE/Contractor level if the substandard workmanship and poor

quality of works are found or complained by the allottees in maintenance of building as this not only leads to unnecessary waste of time for the allottees and workers but also leads to multiple expenditure in doing-undoing-doing again of work. At the same time, centralized data should also be maintained for all the inspections.

A mechanism should be developed to incentivize/penalize the officials through performance based transfers should be provided to the officials. Also adequate administrative and financial powers should be provided to the field officers of CPWD so that, if they so decide, they can take up measures and steps to take up works which are of 'preventive safeguard' for maintenance of Government accommodation/ building. The senior officer from the rank of Executive Engineer of CPWD onwards should inspect the maintenance/ construction of Govt. quarters in areas under their jurisdiction periodically and regularly, personally and take a view including all preventative steps regarding its maintenance etc. These senior Officers should be made liable for maintenance and updation of facilities as per the norms and guidelines. This field participation by senior officers will surely bring coordination and seriousness in handling the Government/ official quarters while bringing contentment among allottees.

6. SWITCHING OF MINOR TO MAJOR WORKS IN MAINTAINCE OF GOVERNMENT RESIDENTIAL COLONIES.

The Committee find that contractors of Central Work Public Department(CPWD) have a tendency to neglect complaints of residents regarding minor maintenance works in Govt. residential colonies. Instead, they have more interest/inclination for 'major works' which obviously gives them more margin of profit. They also note that these contractors have a tendency to convert or exaggerate minor works into major works many a times deliberately so as to extract more funds from the Government. All this is done with the concurrence of JEs/AEs of the concerned localities in a well designed manner.

It appears there is an endemic problem in CPWD wherein contractors identify only those works in government residential colonies which are beneficial and money intensive. Heavy ticket work contracts tend to keep coming back to CPWD and hence routine maintenance works become a causalty and gets neglected. It seems that there is minimum margin in routine maintenance work in Govt. residential Building for contractors and, hence, they do not prefer to opt for routine maintenance work. Their priority works are new major works.

Regarding, tendency of the conversion of minor routine work into 'major work' by contractors, the Committee urge the Ministry that senior officials of CPWD must visit the sites along with representative of RWAs to ascertain the facts about quality of work as given by contractor so as to assess the correct picture of the quantum of work to be done. They recommend that a separate body to decide the conversion of work from 'minor' to ' major', consisting of senior officers of CPWD, Ministry of UD and RWA representatives should be created so that proper check could be put on such contractors who are habituated to doing such 'minor' to 'major' work business.

7. DEDICATED UNIT FOR REGULAR INTERACTION OF SENIOR OFFICIALS OF CPWD WITH REPRESENTATIVE OF RWA's AT PERIODIC INTERVALS (MONTHLY/BIMONTHLY BASIS).

The Committee observed that there is least interaction of officials of CPWD/ Directorate of Estates with residents for prompt and effective resolution of grievances of residents in Government residential buildings. Senior officials are generally inaccessible and junior level officials (JE, AE) are neither found in their offices and fields nor responsive and responsible enough. Moreover adding to the apathy of residents, phones of these JE's/AE's are always found to be switched off/not attended and Senior officer seldom attend their phone calls or are available to address the grievances especially the recurring ones.

The Committee find that information regarding schedule of periodical maintenance and services and up-gradation work are readily available on web-portal CPWD E-SEWA and http:// www.cpwd@gov.in However, this information is not displayed in their enquiries. Further, the guidelines specifying the facilities and entitlements to allottees at each level of accommodation is not available and displayed at the enquiries.

The Committee note that, primarily CPWD is responsible for proper maintenance and upkeep of General Pool Government Accommodation all over the country. For ensuring all these, there should be regular interface between service provider and service user so that proper feedback can be given back to improve the services of service provider i.e, CPWD in this case. CPWD informed the Committee that they have launched mobile app six months back for online registration of complaints for effective resolution for which every allottee is supposed to register his/her mobile number and get a password and once an allottee makes a complaint, the same is attended and is accordingly informed about the status of the complaints. The Committee welcome such move of the Ministry.

The Committee are, however, concerned about the awareness of this mobile app in residents. Even the Members of Parliament are not aware of this App./mechanism. They feel that service users i.e. residents must be apprised about this initiatives of CPWD by aggressive advertisements, Radio/TV

announcements and other means too. Moreover, accountability should also be fixed for breaching the timeline for non redressal of complaints.

Keeping all these facts in view, the Committee are of the considered opinion that there should be a regular interface between representatives of RWA i.e., service users and Service providers i.e., CPWD/DoE at regular monthly/bimonthly basis so that CPWD can have first hand information of residents' grievances that will help in prompt /efficient resolution of complaints. It will also help improving its credibility in the eyes of Government Servants besides bringing transparency. The guidelines specifying the facilities to be provided by CPWD in the Government accommodation category wise should be uniform throughout the Country and prominently displayed in enquiries so that the Residents remain aware of the same and seek their rightful remedies only.

8. FACILITATING ALLOTTEES/RESIDENTS TO POST PICTURES/VIDEOS OF WORK CARRIED OUT BY CPWD CONSTRACTORS ON WEB PORTAL/MOBILE APP OF CPWD

The Committee feel that the satisfaction level of contractors or CPWD officials cannot be gauged unless it is corroborated by residents of Government residential colonies. Further, as of now, there is no facility available to allotttees on CPWD web-portal or 'Mobile App' to post photograph/videos of work carried out by CPWD contractors.

The Committee are of the considered view that it is very pertinent to empower residents so that they can give grading or otherwise of the work carried out by CPWD contractors and at the same time corroborate their grievance/dissatisfaction by uploading photographs/videos on CPWD web-portal and CPWD Mobile App. as many a times the quality of work done is very poor and without application of mind and acumen. It is also seen that the AE/JE/Contractors deploy workers who do not have adequate qualification/expertise/acumen to attend work and they are paid much below the norms. These workers then perform wrong and below standard works. It leads to incurring heavy expenditure and becomes wasteful for the CPWD resources.

The Committee desire that there should be a dedicated audit unit in CPWD to monitor such pictures/videos etc. and to initiate action against erring officials/contractors, if found negligent. The Committee feel that empowering residents/RWAs will infuse more transparency, accountability in functioning of CPWD and at the same time will stop contractors' whims and fancies in carrying out the work promptly, prevent deploying sub-standard workers and will bring real grass-root situations to the notice of top officers of the organization.

9. VIDEO RECORDING WHILE CARRYING OUT DEMOLITION EXERCISE BY CPWD OF ENCROACHMENT/ILLEGAL CONSTRUCTIONS IN GOVERNMENT RESIDENTIAL COLONIES

The Committee have been told about many instances of high handedness, misbehavior of CPWD officials with allottees while removal of encroachments and illegal construction in Government Residential Colonies without even hearing them properly or giving them a chance to remove it themselves. They have been informed that notices have been issued to allottees of illegal encroachments, unauthorized constructions and subletting well in time. On the other hand, CPWD refuted allegations of misbehavior or mishandling of the residents by their officials.

The Committee are of the view that for carrying out such an exercise, CPWD/DoE must give sufficient hearing to the residents to the satisfaction of both parties i.e., CPWD and residents/representatives of RWAs. The CPWD must involve representatives of RWAs and local police (ladies police in case of handling women in the colonies) during such exercises. The Committee desire that to prevent any uncalled for situation, the entire exercise should be videographed and monitored by senior officials of CPWD/DoE including representatives of RWAs and local police. These videographs/recordings of the demolition exercise should be submitted to DoE within 3 days of the exercise.

10. SEPARATE MAINTENANCE BUDGET HEAD AND WING FOR GOVERNMENT RESIDENTIAL COLONIES

The Committee note that there are 4480 houses in Delhi & 2068 houses in Mumbai which have been declared dangerous by CPWD. They are surprised to note that there is no separate budgetary head for maintenance of old housing colonies. Maintenance of Govt. house comes under total budget allotted for construction and maintenance, which is very meager. The BE for maintenance/repair for 2016-17 is Rs. 728 crore out of which Rs. 450 crore has been expended till now. The Committee are unhappy to note such a pathetic situation of the Government residential accommodation. They are equally appalled to know that there are instances of uncovered water tanks in colonies from which potable water is being supplied to residents of Government colonies. In these uncovered water tanks maintained by CPWD, residents have found out carcasses of pigeons and such other animals. The residents of Government colonies have to drink this water which causes dangerous water borne diseases. The Committee feel that it is inhumane to supply this kind of water to residents of Govt. colonies. They are unhappy with the state of affairs of cleanliness efforts by CPWD in these water tanks. They are of the considered opinion that cleanliness and providing clean, safe & potable water either to Government servants or MPS should be the top and utmost priority of any Government agency. The Committee are very concerned about the living conditions of Government employees. If living conditions are not good, high morale and motivation can never be expected from these officials of the Government. The Committee strongly recommend the Ministry of Urban Development for providing adequate budget for maintenance, upkeep, repair, cleanliness including supply of clean and potable water in every Government residential colony. Needless to say, to achieve this, the maintenance head should be separate from the Construction Head.

11. MAINTENANCE OF GOVERNMENT GUEST HOUSES OF DIRECTORATE OF ESTATES

The Committee observe that guest houses of DoE are in prime locations of towns and are spacious and well laid out. However, their maintenance is not done regularly which leads to their deterioration and are presently in pathetic condition. This compels the Central Government Employees to stay in private hotels and this facility of no use to employees. They have been informed that earlier, there was no separate budget allocation for maintenance of guest houses but this year Rs. 5 crore is allotted as RE, out of which Rs. 2.69 crore has been spent for maintenance of guest houses in the year 2015-16. The Committee also notice that there is no separate manpower and machinery for maintenance of guest houses. Rather they are maintained by respective service centers as per available resources. There are also no separate guidelines and timeframe for changing the furniture, mattresses and carpets of guest houses. They are replaced on the basis of guidelines available in CPWD manual.

The Committee strongly recommend for a separate and adequate budget under the head MH-2059/M&R (other building) for maintenance/upkeep of inspection bungalows with separate manpower and machinery. At the same time separate guidelines should be provided for changing furniture, mattress and carpets of the guest houses utmost care should be taken to maintain them with updated accessories and facilities. The upkeep and maintenance of Govt. Guest Houses should be regularly maintained and recorded.

12. DUST-FREE TECHNOLOGY

The Committee are aware that major source of pollution in the cities is dust particles. Dust contributed approximately 52% of particulate matter in the air. There are huge amount of dust generated in construction business. The role of CPWD, NBCC in construction of Government residential and other buildings are indispensable. They have been informed that CPWD is using ready mixed concrete and precast material which has reduced dust at construction sites. The Committee feel that dust particles continue to contribute to rising pollution levels, create health problems, particularly for those with respiratory problems, cause environmental degradation, including air and water pollution, create problems with visibility, create unsafe working conditions and increase costs associated with the loss of materials or additional work involved. They are also aware that dust emissions from construction and other civil engineering activities are a common and well-recognized problem and nuisance. Once construction and demolition particles are airborne, it is very difficult to prevent them from dispersing into the surrounding area. The Committee feel that dust and fine particle generation from construction and demolition activities can be substantially reduced through carefully selected mitigation techniques and effective management. The most effective technique is to control dust at source and prevent it from becoming airborne. The Committee in this back drop, decided to scrutinize the issue of implementation of 'dust-free' technology in the construction sector by various agencies of Ministry of Urban Development in the construction and maintenance of Govt. residential and other buildings.

In-fact the Committee strongly feel that large paneled buildings can be built very fast and this could be one of the methods for solving the housing problem in the country. These buildings do not require elaborate up-keep expenditure. The use of precast concrete elements for roofing and flooring can greatly accelerate the pace of construction and make site supervision relatively easier, resulting in saving of essential raw materials, thus economizing on the overall construction costs.

The Committee reiterate their earlier recommendation that the Ministry of Urban Development should take concerted efforts and strive vigorously towards completion of all the construction projects without cost and time overrun by adopting Prefab technologies without any adverse environmental consequences and dust pollution. For this the Committee desire the Ministry to bring necessary changes in schedule rates of the Govt. agencies and strive vigorously to popularize these technologies though seminars, video conferencing and advertisements. The Committee expect the Hindustan Prefab Ltd. to act as a technology hub and incubation centre for prefab technologies. The Committee desire that dust free technology should be mandatorily adopted by all construction agencies of Ministry of Urban Development viz., CPWD, MCD, NDMC, NBCC so as to reduce dust generated out of construction and maintenance work to prevent air pollution and making the environment clean and safe for the citizens under Swachh Bharat Mission. They also emphasize that while undertaking construction at any site, it should be properly cordoned off and daily sweeping should be done preceding by sprinkling of water failing which adequate penal action should taken against the concerned.

13. MONITORING OF WORK BY NBCC

The Committee note that the Government has approved the Redevelopment of 7 colonies in Delhi to overcome the shortage of housing for central Government employees. Redevelopment plan includes redevelopment of Netaji Nagar, Sarojini Nagar, Nauroji Nagar, Kasturba Nagar, Thyagraj Nagar, Sriniwaspuri and Mohammadpur. While NBCC will re-develop Netaji Nagar, Sarojini Nagar & Nauroji Nagar and construct 15510 flats in various categories, CPWD will redevelop Kasturba Nagar, Thyagraj Nagar, Sriniwaspuri & Mohammadpur and construct 10157 flats in various categories. The Committee find that NBCC sub-contracts the work to other agencies to complete their projects in time. The Committee desire that the NBCC should put a structured monitoring mechanism to oversee the quality of work being delivered by such agencies. Further, NBCC should be very prompt with regard to the scheduled progress/implementation of the redevelopment of these above mentioned colonies.

However, the Committee further recommend that NBCC should ensure that all the above stated redevelopment construction projects should be fully equipped with Rain Water Harvesting System and disaster-resistance system extensively in place. They also desire that in all the above redevelopment construction projects dust-free construction norms must be strictly adhered to and fly ash bricks, tiles and pavement stones should also be extensively and mandatorily used as per the recommendations of the Parliamentary Standing Committee on Urban Development in their various Reports.

New Delhi;
April, 2017
Chaitra 1939(Saka)

Pinaki Misra,
Chairperson,
Standing Committee
on Urban Development

APPENDIX - I

STANDING COMMITTEE ON URBAN DEVELOPMENT (2016-2017)

MINUTES OF THE 2nd SITTING OF THE COMMITTEE HELD ON MONDAY ,17th OCTOBER, 2016

The Committee sat from 1400 hrs. to 1530 hrs. in Committee Room 'C' Parliament House Annexe, New Delhi.

PRESENT

Shri Pinaki Misra - *Chairperson*

MEMBERS

LOK SABHA

1. Sh. Ram Charan Bohra
2. Sh. Kapil Moreshwar patil
3. Sh. Maheish Girri
4. Sh. Dilip Mansukhlal Gandhi
5. Sh. R. Gopalakrishnan
6. Sh. Choudhury Mohan Jatua
7. Smt. Meenakshi Lekhi
8. Sh. Alok Sanjar
9. Sh. Rahul Ramesh Shewale
10. Sh. Brijbhushan Sharan Singh
11. Sh. Parvesh Sahib Singh Verma

RAJYA SABHA

12. Sh. R.S. Bharathi
13. Dr. Subhash Chandra
14. Sh. K.C. Ramamurthy
15. Sh. Ajay Sancheti

SECRETARIAT

1.	Smt. Abha Singh Yaduvanshi	-	Joint Secretary
2.	Shri D.S. Malha	-	Director
3.	Ms. Amita Walia	-	Additional Director

LIST OF WITNESSES

1. Sh. Om Prakash, President,
Central Government Resident Welfare Association,
Pusp Vihar, New Delhi

2. Sh. V. Raghavaiah, President,
Central Government Resident Welfare Association,
Lodhi Colony, New Delhi

3. Sh. O.P. Joshi,
Central Government Resident Welfare Association,
Lodhi Colony, New Delhi

4. Sh. Jasvir Singh, Secretary,
Central Government Resident Welfare Association,
Pusp Vihar, New Delhi

5. Sh. D.D. Maheshwari
Central Government Resident Welfare Association
Lodhi Colony, New Delhi

6. Sh. Sisir Kant Biswas
Central Government Resident Welfare Association
Pusp Vihar, New Delhi

2. At the outset, the Hon'ble Chairperson welcomed the representatives of RWA's to the Sitting of the Committee.

3. The representatives of RWA's made Power Point Presentation in which they deliberated upon various issues viz. delayed response time and implementation of guidelines and norms for providing basic services to the allottees by CPWD, need of overhauling the functioning of CPWD for infusing elements of accountability, responsiveness and transparency, need of dedicated webportal and mobile App. for accessing information and availing services from CPWD etc.

4. The Representatives also raised the issues of selective and discriminatory approach in reporting of unauthorized construction in Govt. Residential Colonies, need of management and proper maintenance of General Govt. houses, arbitrary and discriminatory verification only in type IV and below houses by DoE and need of infusing uniformity, transparency, fairness, accountability, objectivity in the systems and procedures for dealing with alleged cases of subletting and encroachments.

5. Thereafter, Hon'ble Chairperson and Members of the Committee asked various queries to the representatives of RWA's to which they clarified satisfactorily.

6. A verbatim record of the proceedings of the sitting of the Committee has been kept.

The witnesses then withdrew.

The Committee then adjourned.

APPENDIX - II

STANDING COMMITTEE ON URBAN DEVELOPMENT (2016-2017)

MINUTES OF THE 3rd SITTING OF THE COMMITTEE HELD ON MONDAY, 24th OCTOBER, 2016

The Committee sat from 1400 hrs. to 1535 hrs. in Committee Room 'E' Parliament House Annexe, New Delhi.

PRESENT

Shri Pinaki Misra - *Chairperson*

MEMBERS

LOK SABHA

2. Sh. Ram Charan Bohra
3. Sh. Dushyant Chautala
4. Sh. Dilip Mansukhlal Gandhi
5. Sh. Maheish Girri
6. Sh. R. Gopalakrishnan
7. Sh. Choudhury Mohan Jatua
8. Sh. Srinivas Kesineni Nani
9. Smt. Meenakshi Lekhi
10. Sh. P.C. Mohan
11. Sh. K. Parsuraman
12. Sh. Alok Sanjar
13. Sh. Rahul Ramesh Shewale
14. Sh. Parvesh Sahib Singh Verma

RAJYA SABHA

15. Sh. R. S. Bharthi
16. Sh. Mahesh Poddar
17. Sh. Ajay Sancheti
18. Sh. Dharmapuri Srinivas
19. Sh. K.C. Ramamurthy

SECRETARIAT

1.	Smt. Abha Singh Yaduvanshi	-	Joint Secretary
2.	Shri D.S. Malha	-	Director
3.	Ms. Amita Walia	-	Additional Director

List of Witnesses

Name and Designation

Ministry of Urban Development

1. Sh. Rajiv Gauba, Secretary
2. Sh. Durga Shankar Mishra, Additional Secretary
3. Sh. Praveen Prakash, Joint Secretary
4. Sh. Dharmendra, Joint Secretary

CPWD

5. Sh. Abhai Sinha, DG
6. Sh. Balraj Chadha, ADG (TD)
7. Sh. Gurvinder Singh, DDG (Works)
8. Sh. Sunil Kumar Sharma, Director (PM&PG)
9. Sh. A.K. Singh, Director (Finance)

NBCC

10. Sh. Anoop Kumar Mittal, CMD
11. Sh. R.K. Aggarwal, Chief GM
12. Sh. Yogesh J.P. Sharma, Chief General Manager

Directorate of Estates

13. Sh. Anand Singh, Directorate of Estates
14. Ms. Garima Singh, Directorate of Estates - II
15. Sh. J.Roy Chowdhury, Dy. Secretary

2. At the outset, the Hon'ble Chairperson welcomed the representatives of the Ministry of Urban Development, CPWD and NBCC to the sitting of the Committee and drew their attention to Direction 55 of the Directions by the Speaker and asked them to brief the Committee on the selected Subject.

3. In a powerpoint presentation made by the representatives of DoE, meaning, forms, provisions and repercussions of Subletting, unauthorised construction in and around GPRA colonies, Complaints, Inspection and Cancellation of quarters in GPRA colonies, etc. were explained. Thereafter, the Members raised several queries regarding maintenance and cleanliness of GPRA colonies, adequate budgetary provisions for maintenance of Govt. Residential Buildings so as to improve their living standards as well as to boost up their morale, dedicated unit in the Ministry for regular interaction with representatives of RWA's fortnightly, redevelopment of Govt. Colonies in Delhi to augment the shortage of accommodations within 3 years, etc. which were answered by the representatives of the Ministry. The Chairperson, on behalf of the Committee

asked the Ministry to send written replies to the queries of the members which remained unanswered.

4. The Witnesses then withdrew.

5. A verbatim record of the proceedings of the sitting of the Committee has been kept.

The Committee then adjourned.

APPENDIX - III

STANDING COMMITTEE ON URBAN DEVELOPMENT (2016-2017)

MINUTES OF THE ELEVENTH SITTING OF THE COMMITTEE HELD ON MONDAY, 10th APRIL, 2017

The Committee sat from 1000 hrs. to 1055 hrs. in Room No.'62' Parliament House, New Delhi.

PRESENT

Shri Pinaki Misra - *Chairperson*

MEMBERS

LOK SABHA

2. Shri Ramesh Bidhuri
3. Shri Ram Charan Bohra
4. Shri Dilip Mansukhlal Gandhi
5. Shri Kapil Moreshwar Patil
6. Shri Alok Sanjar
7. Shri Parvesh Sahib Singh Verma

RAJYA SABHA

8. Shri Husain Dalwai
9. Shri Anil Desai
10. Shri K. G. Kenye
11. Shri Mahesh Poddar
12. Shri K.C. Ramamurthy
13. Shri Dharamapuri Srinivas

SECRETARIAT

1.	Smt. Abha Singh Yaduvanshi	-	Joint Secretary
2.	Sh. D.S. Malha	-	Director
3.	Ms. Amita Walia	-	Additional Director

2. At the outset, the Hon'ble Chairperson welcomed the Members to the sitting of the Committee. The Committee then took up for consideration the draft Report on the subject, "Functioning of Directorate of Estates, construction and maintenance of Govt. residential buildings and other buildings by CPWD and NBCC" pertaining to the Ministry of Urban Development. The Committee adopted the draft Report with a slight modification.

3. The Committee also authorized the Chairperson to finalize the above-mentioned Report taking into consideration consequential changes arising out of factual verification, if any, by the concerned Ministry and also to present the same to both Houses of Parliament.

The Committee then adjourned.